



Hunter College of
the City University
of New York
Brookdale Center
for Healthy Aging
and Longevity



Adult Care Emergency Preparedness Exercise Toolkit Overview

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WEBINAR SESSION 1: PLAN

JUNE 6, 2011 – 11:00AM

PRESENTER:

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PROJECT COORDINATOR, EMERGENCY PREPAREDNESS
THE BROOKDALE CENTER FOR HEALTHY AGING &
LONGEVITY**



Agenda

- Brookdale – Who We Are
- Toolkit Development – Version 1.0
- Adult Care Exercise Toolkit Overview
- The Exercise Process
- Wrap Up



BROOKDALE: WHO WE ARE



Brookdale: Who We Are

The Brookdale Center for Healthy Aging & Longevity of Hunter College is a multi-disciplinary center of excellence dedicated to the advancement of successful aging and longevity through research, policy analysis, advocacy, education, and the development of evidence-based practice models.

BROOKDALE CENTER
for Healthy Aging & Longevity
Hunter College / The City University of New York



Brookdale's Past Efforts with ACF's

- For almost 20 years, Brookdale has provided education and training to ACF owners, operators and staff at all levels throughout New York State.
- Past training topics have included:
 - Medication Assistance
 - Case Management & Individualized Service Planning
 - Management of challenging behaviors in residents suffering with cognitive impairment



Toolkit Development

ACF EP Central Emergency Preparedness Toolkit Version 1







- Interviewed over a dozen SMEs
- Content referenced from nearly three dozen different sources
- Conducted two focus groups – April 2010
 - Group of 9 Adult Care Providers
 - Group of 10 Subject Matter Experts



Toolkit Development – Version 1

Whether you're new to emergency preparedness or have been involved in it for years, this toolkit gives Adult Care Providers the tips, tools, and techniques needed to start implementing it at a facility.

In each of these six processes, you'll find:

-  *An at-a-glance* overview of the process, which gives you basic information about what it is and what to do.
-  An explanation for each process of *what it is* and *why it matters*.
-  *How to do it*, including practical tips and guidelines, based on experiences of many practitioners in nonprofit and private sectors of emergency management and business continuity.
-  Suggestions on where you can go for more information *on the Internet*
-  *Real-World examples* that help illustrate how practitioners have tackled that process of emergency preparedness.
-  Several ready-to-go *checklists, templates* and *worksheets* to help implement each emergency preparedness process.



Toolkit Development – Version I



Toolkit Development – Version I





ADULT CARE EXERCISE TOOLKIT OVERVIEW



Toolkit Overview



ADULT CARE EMERGENCY PREPAREDNESS EXERCISE TOOLKIT

Welcome to the **ADULT CARE EMERGENCY PREPAREDNESS EXERCISE TOOLKIT** - an indispensable resource for selecting, developing and conducting Emergency Preparedness exercises in your facility.

This **Toolkit** has been developed specifically for adult care providers so they can quickly and efficiently:

- Select an exercise type based on your facility's needs and capabilities
- Conduct an exercise as appropriate
- Assess the results of your exercise
- Implement changes based on those results

Section 1: Exercise Development Checklist

Exercises are designed to motivate staff and residents to think or act as they would in a real event. Use this checklist in order to assist you by the groundwork for your exercise to ensure that motivation occurs. Use this checklist to guide your choice of exercise topic area and keep track of all phases of the exercise.

Section 2: Jobs Aid - Needs Assessment

Jobs Aids help you assess your organization's exercise needs. Use this tool to analyze where you may wish to focus your organization's exercise design efforts. In completing this needs assessment, you may wish to consult such resources as planning documents, demographic or corporate data, maps, and training records.

Section 3: Selecting the Right Exercise for your Organization

This section provides descriptions of the various types of exercises and their requirements (space, equipment, etc.) that you may choose to test your emergency plan. Exercise types most appropriate for adult care are described in greater detail.

Section 4: The Narrative

Now that you have selected an exercise appropriate for your facility it's time to create a narrative that will lead participants through the process.

Section 5: Reviewing What You've Done - The After Action Report

Now that you have practiced a certain aspect of your disaster plan, the process of looking at what happened and how it can be done better afterward is essential. Whether you call it an after-action report, debrief, critique or hot wash, this section will lead you through the steps necessary to complete this task.

Section 6: References

Valuable references used to create this Toolkit and for you to explore.

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Section Overview

Exercise Development Checklist

1

Exercise Development Checklist

Reviewers are assigned to develop, test and maintain the exercise. Reviewers are assigned to develop, test and maintain the exercise. Reviewers are assigned to develop, test and maintain the exercise.

WHAT TO DO & WHEN TO DO IT

- 1. Review the exercise development checklist.
- 2. Review the exercise development checklist.
- 3. Review the exercise development checklist.
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- 20. Review the exercise development checklist.

Job Aids — Needs Assessment

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Job Aids — Needs Assessment

Job aids help you assess your organization's needs to develop the plan for an emergency plan. Job aids help you assess your organization's needs to develop the plan for an emergency plan. Job aids help you assess your organization's needs to develop the plan for an emergency plan.

WHAT TO DO & WHEN TO DO IT

- 1. Review the job aid.
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Testing Your Plan

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Testing Your Plan — Selecting the Right Exercise for your Organization

The exercise development checklist of the exercise plan is a key document. The exercise development checklist of the exercise plan is a key document. The exercise development checklist of the exercise plan is a key document.

WHAT TO DO & WHEN TO DO IT

- 1. Review the exercise development checklist.
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- 20. Review the exercise development checklist.

The Narrative

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The Narrative — Composing a Narrative

Now that you have identified an exercise opportunity for your facility, it is time to compose a narrative. The narrative is a key document. The narrative is a key document. The narrative is a key document.

WHAT TO DO & WHEN TO DO IT

- 1. Review the narrative development checklist.
- 2. Review the narrative development checklist.
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- 20. Review the narrative development checklist.

Reviewing What You've Done

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Reviewing What You've Done — The After-Action Report

Now that you have completed your exercise report, it is time to review what you've done. The after-action report is a key document. The after-action report is a key document. The after-action report is a key document.

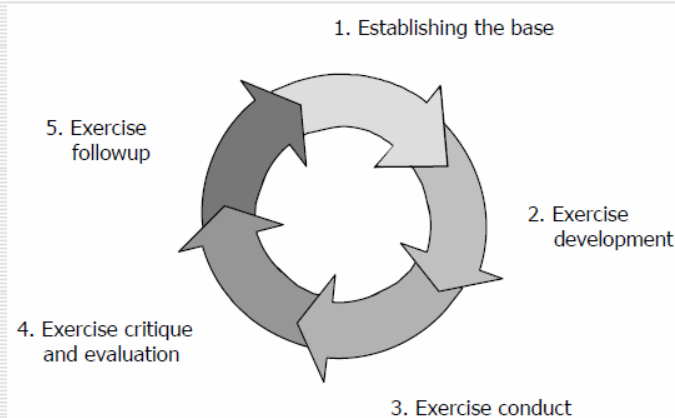
WHAT TO DO & WHEN TO DO IT

- 1. Review the after-action report development checklist.
- 2. Review the after-action report development checklist.
- 3. Review the after-action report development checklist.
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- 20. Review the after-action report development checklist.



THE EXERCISE PROCESS

The Exercise Process



The Exercise Process – Establishing the base

1. Review your facility disaster plan
2. Conduct a needs assessment and evaluate capability to conduct an exercise
3. Select the exercise type
4. Address the costs
5. Gain support





The Exercise Process – Establishing the base

✓ Step 1: Review your facility disaster plan



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The Exercise Process – Establishing the base

✓ Step 1: Review your facility disaster plan

What to look for in your facility disaster plan

While reviewing the plan, ask yourself the following questions:

- What responses are currently planned (i.e. what are the hazards that the plan is intended to address)?
- What resources, employees, and procedures will be used to resolve problems?
- Are they different for various types of emergencies?
- Do roles vary according to the type of emergency?
- What training have your staff experienced?
- What training is necessary?

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The Exercise Process – Establishing the base



✓ Step 2: Conduct a Needs Assessment and Evaluate Capability to Conduct an Exercise

- What are our risks and vulnerabilities and where do we need to focus our training efforts? (Section 2 Job Aid)
- What resources can we draw from to design and implement the exercise? (e.g. sister facility, nursing home, hospital, the Internet)



The Exercise Process – Establishing the base

✓ Step 2: Conduct a Needs Assessment and Evaluate Capability to Conduct an Exercise

Questions to Ask about Capability and Resources

1. When was your facility's last exercise?
2. What exercise experience is available in your community or organization?
What is your own experience? What is your staff's experience?
3. How much preparation time can you reasonably expect to have allocated to develop an exercise?
4. How much time can people devote to developing an exercise?
5. What skills can those people provide?
6. Will your alternate site be available for an exercise?
7. What modes of transportation do you use in a real emergency and will they be available for an exercise?
8. What attitudes do you expect of the owner or operator or other members of administration toward the exercise?



The Exercise Process – Establishing the base



✓ Step 3: Select the Exercise Type

Seminars (e.g. in-service training on disaster plan)

Tabletops (e.g. verbal walkthrough of your plan at a series of staff meetings)

Drills (e.g. fire drill, mobilization exercise, medication/vital records transport to alternate site, physical walkthrough of your plan)



The Exercise Process – Establishing the base

✓ Step 4: Address the costs

Cost Considerations

- Plan for a wide variety of costs. The following are a few examples; actual cost items will depend on the exercise and your organization's policies.
 - Staff salaries
 - Contract services
 - Equipment and materials
 - Fuel to run equipment and transport volunteers
 - Miscellaneous items (e.g., coffee, pencils)
- Ask some key questions to avoid committing more resources than are available. For example:
 - Will reimbursement for overtime be required if the exercise takes place on a weekend or evening?



The Exercise Process – Establishing the base

✓ Step 5: Gain Support (Buy-in)

Presenting the Proposal for an Exercise

Having the results of your needs and capability assessments in hand will add to your credibility when presenting the exercise proposal to those in authority. Your briefing should include concise explanations of:

- The need/purpose for the exercise
- Organizational capability (experience, personnel, and costs)
- The type of exercise



The Exercise Process – Exercise Development

✓ Step 1: Assess Needs

Example of Results

- Problems that need to be resolved/recur
- Skills that need to be practiced
- New facilities, staff, or equipment that have not been included in an exercise
- The need for role clarification
- Weaknesses (e.g. gaps, conflicting policies or vague procedures)



The Exercise Process – Exercise Development

✓ Step 2: Define Objectives

An objective is a description of the performance you expect from participants to demonstrate competence.

SMART Guidelines for Useful Objectives	
Simple	A good objective is simply and clearly phrased. It is brief and easy to understand.
Measurable	The objective should set the level of performance, so that results are <i>observable</i> , and you can tell when the objective has been achieved. This doesn't mean that you have to set a quantifiable standard. It just means that people can agree on whether they succeeded.
Achievable	The objective should not be too difficult to achieve. For example, achieving it should be within the resources that the organization is able to commit to an exercise.
Realistic	The objective should present a realistic expectation for the situation. Even though an objective might be achievable, it might not be realistic for the exercise.
Task Oriented	The objective should focus on a behavior or procedure. With respect to exercise design, each objective should focus on an individual emergency function.



The Exercise Process – Exercise Development



3: Compose the Narrative (Scenario)





The Exercise Process – Exercise Development

✓ Step 3: Compose the Narrative (Scenario)

ADULT CARE EMERGENCY PREPAREDNESS EXERCISE TOOLKIT

Outlining a Narrative

You can outline a narrative by writing down short (one or two word) responses to the following questions:

- What event (hurricane, terrorist attack, etc.)?
- How fast, strong, deep, dangerous?
- How did you find out?
- What response has been made?
- What damage has been reported?
- What is the sequence of events?
- What time?
- Was there advance warning?
- Where does it take place?
- What are the relevant weather conditions?
- What other factors would influence emergency procedures?
- What is predicted for the future?

When you're ready to write the narrative, just take each of the above responses and turn it into a brief sentence. Create subsequent events based on participants' responses and plausible progression of the emergency to maintain the dynamic nature of the narrative.

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The Exercise Process – Exercise Development

✓ Step 3: Compose the Narrative (Scenario)

Types of Actions

There are four types of actions that the participants may carry out:

- **Verification:** Gather or verify information.
- **Consideration:** Consider information, discuss among players, negotiate, consult plan.
- **Deferral:** Defer action to later, put action on priority list.
- **Decision:** Deploy or deny resources.

How do you know what actions are appropriate in response to a given event? Refer to the emergency plan.



The Exercise Process – Exercise Development

✓ Step 4: List all of the major events you want to occur

Sample Major Events Sequence for Air Crash Scenario

1. Fuselage breaks apart and hits buildings below.
2. Jet fuel ignites several homes in the area.
3. About 60 survivors are thought to be trapped in the front section of the aircraft.
4. Several bystanders are injured on the ground.
5. A crowd convenes around the crash site.
6. Family members of victims begin to gather at the crash site.
7. Estimates of passenger casualties rise between 200 and 220 deaths and at least 70 severe burn victims.

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The Exercise Process – Exercise Development

✓ Step 5: Expected Actions

Example: Objective and Expected Actions

Function	Coordination and communication among the airport and the jurisdiction's emergency systems.
Objective	Upon notification that a crash is imminent, response units will stage within 3 minutes, according to SOPs.
Event	Landing of disabled aircraft is imminent.
Expected Actions	<p><u>Airport Control Tower:</u></p> <ul style="list-style-type: none"> ▪ Notify police, fire, medical personnel to proceed to airport. ▪ Alert hospitals of potential mass casualty incident. <p><u>Dispatch Center:</u></p> <ul style="list-style-type: none"> ▪ Alert police, fire, and medical supervisors. <p><u>Hospital:</u></p> <ul style="list-style-type: none"> ▪ Notify other medical facilities as appropriate. <p><u>Crash Fire Rescue:</u></p> <ul style="list-style-type: none"> ▪ Initiate Incident Command System. ▪ Notify dispatch of command post and staging locations.

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WRAP UP



Save The Dates

SAVE THE DATES!

June 6 Part I: Plan
June 16 Part II: Conduct
June 23 Part III: Review

THE ADULT CARE EXERCISE TOOLKIT OVERVIEW:

A THREE PART WEBINAR SERIES FOR
NEW YORK CITY ADULT CARE FACILITIES

[\(CLICK HERE FOR DETAILS\)](#)

www.brookdale.org/epcentral/ep_toolkit_webinar.htm



Wrap Up - Program Evaluations

The Emergency Preparedness Forum
 for NYC Adult Care Providers
 Monday, June 6, 2011, 11am

Program Evaluation for Webinar Session I

Thank you for completing this evaluation. Your feedback is very important to us.
 Completion of this evaluation will help us to improve future offerings to meet your needs.

Please, rate each aspect of Session I of the Adult Care Emergency Preparedness Exercise Toolkit Overview using the following scale:	Strongly disagree 1	Disagree 2	Agree 3	Strongly agree 4
The webinar				
1. Met its described objectives/ purposes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Provided information that was useful for my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After participating in this webinar, I learned (or was reminded of)...				
3. The benefits of conducting an exercise.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Three types of exercises that are cost effective.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Five major accomplishments in designing and implementing an exercise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. What is involved in designing an exercise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Some of the advantages and disadvantages in each of the exercises addressed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please tell us what you thought about the webinar's organization.				
8. The webinar was presented in an organized manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The pace of the webinar was appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. There was adequate time for questions and answers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The presenter (M. Khaled)...				
11. Appeared to be competent in the subject matter.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Appeared to be prepared.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Wrap Up

“In business or in football, it takes a lot of unspectacular preparation to produce spectacular results”

----Roger Staubach, Hall of Fame Football Player



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